NANTUCKET REGIONAL TRANSIT AUTHORITY
3 EAST CHESTNUT STREET
NANTUCKET, MA 02554

PARATRANSIT SERVICES
NON/ADA SERVICES

To schedule or cancel a trip call by 2:00 p.m. the day before

(508) 325-7516

YOUR ISLAND RIDE

Transportation for Persons with Disabilities and Elders

POLICIES AND PROCEDURES

Administered By
Nantucket Regional Transit Authority
3 East Chestnut Street
Nantucket, MA 02554
(508) 325-7516

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POLICIES AND PROCEDURES

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INTRODUCTION

The Nantucket Regional Transit Authority's (NRTA) provides year round transportation to persons with disabilities and elders, this service is called "Your Island Ride". In compliance with the Americans with Disabilities Act of 1990 (ADA), Paratransit service is available to persons unable to access the fixed route bus service. The following are definitions and information for users as to the types of service offered and the types of service that must offered:

Seasonal Fixed Route Bus Service
Year Round Demand Response Service
Comparable Paratransit Service
Contracted Transportation Funded by Human Service Agencies

Help is available to understand these policies and or complete the application process, in accessible formats if requested. Please call 508-325-7516.

DEFINITIONS

Advanced Reservation Dial-a-Ride – the client (or the client's advocate) must call by 2:00 p.m. (Monday through Friday, 8:00 a.m. – 4:00 p.m.) on the business day proceeding the requested ride service date. This is Your Island Ride's van service. (For example for service on Tuesday call by 2:00 p.m. on Monday and for Monday service call by 2:00 p.m. on Friday).

Conditional Eligibility – Paratransit service will be granted when a person who can use the fixed route buses under certain circumstances, but cannot under others (i.e., weather conditions or barriers to certain bus stops). Persons with conditional eligibility are sometimes required to take the fixed route bus.

Curb-to-Curb – the client will be picked up at the curb and dropped off at the curb of their destination.

Demand Response – a term that is often used to describe any services, which is not a fixed route. This term is also used to describe service provided to those who cannot use the fixed route service.

Door-to-Door – when necessary, the client will be assisted from their door to our door and from our door to the door of their destination.

Disability – any physical or mental impairment that substantially limits one or more major life activities, a record of such impairment, or being upgraded as having such an impairment. Major life activities include caring for one's self, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning and working. This definition is also for persons with cognitive disabilities and those with contagious to non-contagious diseases. (Definition taken from Americans with Disabilities Act (ADA) Paratransit Handbook, US D.O.T., UMTA, September 1991, pp 1-6).

Elderly – users that are 60 years of age or older.

Fixed Route – a service provided along a prescribed route according to a set schedule. Examples of this type of service are the routes and loops operated by the NRTA during its seasonal operations. When operating

fixed route bus service the NRTA is required to offer comparable paratransit service to those who cannot use the fixed route bus service.

Non/ADA Trip – advanced reservation dial-a-ride response service that is available to persons with disabilities and elders.

Paratransit Service – transportation the NRTA must provide, consistent with the ADA, to disabled persons unable to access the fixed route bus system.

Temporary Disability – any condition that verified by a health care professional would qualify a person to utilize the van service. Service for a determined temporary amount of time.

Trip – One-way transportation from a specified location to a specified location.

Unconditional Eligibility – Paratransit service granted to a person whose disability prevents him/her from using ever using fixed route bus service. Persons with unconditional eligibility are not ever required to take the fixed route bus.

Visitor – any person who lives outside of the NRTA service area (Nantucket).

Visitor Eligibility – Paratransit eligibility granted for 21 days of service within a calendar year to persons having been granted eligibility with an off island Transit Authority or through the NRTA's certification process.

PARATRANSIT SERVICE

- Service is provided to certified eligible individuals only. Applications are available by calling the NRTA at 508-325-7516 or www.nrtawave.com. Accessible formats are available on request.
- Trips must begin and end within a ¾ mile corridor of any NRTA fixed route during service hours.
- Service is available during fixed route scheduled hours.
- Trips are required to operate curb to curb (the NRTA will strive to operate door to door when extra help is needed), but reserves the right to operate curb to curb).
- Trips may be for any purpose.
- ADA trips cannot be prioritized under any circumstances.

- Certified eligible individuals must call the NRTA no later than the day before the requested trip. The pickup times for the requested trip. The pickup times for the requested trip can be adjusted by the NRTA to within 30 minutes of the requested time. If the requested trip time needs to be adjusted more than one hour, the time adjustment must be agreed with the customer.
- Drop off and pick up times must be more than 45 minutes apart.

PARATRANSIT ELIGIBILITY

Disability alone does not create eligibility. Eligibility must be determined according to guidelines based on the ADA. A person must be prevented by the disability from accessing or navigating the fixed route service to be considered eligible for Paratransit service. Applications for Paratransit eligibility are available by calling the NRTA Administrative Office at 508-325-7516 or www.nrtawave.com. Assistance in filling out the forms or for large print and accessible formats can be arranged.

Based on the disability, the person will be determined to have conditional or unconditional eligibility. Unconditional eligibility is granted to individuals whose disability prevents them from ever using fixed route. Conditional eligibility is granted to individuals who can use the fixed route system under certain circumstances, but need Paratransit service under certain conditions (i.e. weather conditions, distance to the stop).

The NRTA will notify the applicant of the decision by letter within 21 days of receipt of the application.

Persons whose conditions change may reapply at any time.

NON/ADA

- Non-ADA trips currently operate door to door.
- Non-ADA service is provided on space availability.
- The scheduled operating hours are from 8:00 a.m. – 4:00 p.m., Monday through Friday.

NON/ADA ELIGIBILITY

- Any person being 60 years of age or older are automatically eligible with documentation provided as proof of date of birth. The NRTA requires the application to be completed. Applicants may reapply at any time if there situation changes.

APPEAL FOR DENIAL OF ELIGIBILITY

The NRTA will send notice of denial to any person who applies to the NRTA for certification as eligible and is denied. The notice of denial will explain the reasons for the denial and will describe the procedures to appeal the determination.

An appeal must be filed within sixty (60) days of the denial of an individual's application. The individual filing the appeal will be provided an opportunity to present their appeal in person. As part of the appeals process, the NRTA has the right to request additional documentation (relating to the person's ability to use transit services) from a physical therapist, rehabilitation counselor or other health care professional. The NRTA may require that a health care professional designated by the NRTA, at the expense of the NRTA, evaluate the applicant. The NRTA Administrator or the NRTA Administrator's designee will hear the appeal.

Following the ADA "Appeal Process" issued by the Nantucket Regional Transit Authority (NRTA):

1. Notify the NRTA in writing with sixty (60) days of the determination date indicated on the determination letter that you request to be heard by the NRTA Administrator. This hearing process will allow you to present information and arguments on your behalf. The Administrator will then make a decision eligibility and written notification will be sent either stating the change in eligibility or the reasons for denial.
2. The NRTA is not required to provide Paratransit service to the individual pending the determination on appeal. However, if the NRTA has not made a decision within thirty (30) days of the receipt of the appeal, the NRTA will provide service from that time and until a decision on the appeal is made. Written decisions are available in accessible formats upon request.

FARES

In schedule fares are $1.00 one way trip. Out of schedule fares are $2.00 one way trip. A quarterly pass is available for $50.00 and provides unlimited trips during that quarter. The NRTA send quarterly invoices.

ACCESSIBLE LIFTS, RAMPS AND DRIVEWAYS

The NRTA will transport passengers using a mobility device, providing that the following conditions are met. These conditions have been established as safety concerns for our customers as well as our drivers. It is the NRTA's goal to be in compliance with ADA as long as adhering to ADA requirements ensures maximum safety to all parties involved.

1. Any building entrance, to which the NRTA transports customers using a mobility device, having more than one step, must have a ramp from the doorway to a smooth surface walk/access leading to the vehicle.

2. If the combined weight of the passenger and mobility device exceeds the posted vehicle wheelchair lift maximum combined weight threshold, transport may not be provided.
3. The mobility device, a mobility aid belonging to any class of three or more wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered will be transported if it fits in the vehicle.
4. Customers who have difficulty accessing the vehicle using the vehicle steps may board by riding the wheelchair lift whilst standing. Drivers will always assist customers to board the vehicle.
5. The NRTA requires access to building via driveways be free of tree limbs and other impediments which cause vehicle damage or restrict vision.

COMPANIONS/PERSONAL CARE ATTENDANTS

All Paratransit and Non/ADA riders are entitled to be accompanied by one companion and one personal care attendant on all trips and additional companions on a space available basis. Personal care attendants, identified as necessary during the eligibility process, travel at no charge, companions pay the full fare.

SCHEDULING TRIPS

All passengers are required to call in advance for an appointment. Appointments are to be made by 2:00 p.m. at a minimum the day before the travel date. Office hours are Monday through Friday 8:00 a.m. to 4:00 p.m. No same day transportation will be provided.

Requested schedule times may be adjusted to within one hour to fit in the schedule.

CANCELLATIONS

It is preferable that the NRTA is given 24 hours notice of a canceled trip. However, the passenger is required to give at least two (2) hours notice of a cancelled trip. If the driver arrives for a scheduled pick up, which a passenger has failed to cancel, that trip will be marked as a “No Show”. Cancellations will be accepted via messages left at 508-325-7516 outside of office hours.

AMOUNT OF ASSISTANCE RENDERED

1. NRTA Paratransit service operates Curb to Curb at a minimum.
2. Help beyond the curb and other assistance will be rendered as necessary and upon request.
3. Vehicle drivers are required to be at the vehicle door to assist customers getting in and out of vehicles.
4. The NRTA will never leave customers unattended on a vehicle.
5. There is a 2-bag limit per person, including groceries, and amount the customer can independently carry up the vehicle stairs.

PICK-UP WINDOW

Because of traffic and unexpected delays it is not possible to guarantee a specific pick-up time. The vehicle is on time if it arrives between ten (10) minutes before and ten (10) minutes after the scheduled pick-up time.

WAIT TIME

Waiting for passengers who are not ready can disrupt the entire schedule. Passengers are required to be ready fifteen (15) minutes before their scheduled pick up time. The van will wait no more than seven (7) minutes after scheduled pickup time. After that time, the driver will call Dispatch to receive permission to leave that stop.

REFUSING RIDES

Rides can be refused under the following conditions:

1. If the combined weight of the passenger and wheelchair exceeds the vehicle wheelchair lift maximum weight threshold or the wheelchair dimensions exceed the recognized limits and does not fit on the vehicles.
2. Suspicions of customers carry explosives, highly flammable or dangerous materials will not be allowed under any condition.
3. Violent, seriously disruption or illegal conduct or conduct which will compromise the safety of others on the vehicle.
4. Refusal to wear a seatbelt.

Such action may be taken immediately or upon investigation of the incident. In the event of an incident that prompts immediate refusal of or termination of service; the NRTA will investigate the incident and determine if the refusal or termination of service will persist. If future service is to be refused, the NRTA will notify the individual in writing that he/she will no longer be provided with transportation. This determination will be made in a non-discriminatory manner consistent with the ADA.

An appeal of the decision to refuse or terminate service may be made by the affected customer within 10 days of the determination date. The customer may appeal the suspension and will have the opportunity to be heard, to present arguments and to be helped by an advocate working with a local social service agency. The appeal will be heard by the NRTA Administrator or the NRTA Administrator's designee. After the appeal is heard, written notification of the appeal decision and the reason for the decision will be provided within 30 days of the completion of the hearing. Any suspension would be for a reasonable period of time, taking into account the frequency the service is used.

NO SHOWS

The NRTA may suspend services for a reasonable period of time to eligible persons who establish a pattern or practice of missing scheduled trips without prior cancellation notice. In cases of repeat suspension, or by request a local social service agency may provide an advocate to help the customer. Only no shows that are under the rider's normal control will be counted. Prior to imposing a suspension of services the NRTA will:

- Notify the individual in writing or in an accessible format on request, of the intention to suspend service and the specific reasons for such a suspension.
- Notify the individual of the opportunity to be hears and to present information and arguments against the suspension within a 10-day period from the individual's receipt if the notice.
- Suspensions will be determined on an individual basis, based on use of service and the pattern of no shows. For example:

1st offense – 14 day suspension and outreach by an advocate
2nd offense – 28 day suspension and outreach by an advocate
3rd offense – 60 day suspension and outreach by an advocate

APPEALS HEARING PROCESS

If an appeal hearing is necessary, (whether for suspension of service or denial of eligibility), it is heard by the NRTA Administrator or the NRTA Administrator's designee. If the individual does not agree with the determination decision of the hearing, than the individual may appeal the determination to the NRTA Advisory Board. If the individual does not agree with the determination made by the NRTA Advisory Board, than that individual can appeal to the MassDOT, Rail and Transit Division, 10 Park Plaza, Suite 4160, Boston, MA 02116

The NRTA may suspend paratransit services for a reasonable period of time to paratransit-transit eligible persons who establish a pattern or practice of missing scheduled trips without prior cancellation notice (see: "Cancellations"). Prior to imposing a suspension of services, the NRTA will notify the individual of the unacceptable pattern or practices that may lead to suspension of paratransit service.

VISITORS

Persons who reside outside the NRTA service area are considered visitors.

All visitors who present documentation of their ADA Paratransit eligibility from another transit agency will be accorded "visitor eligibility by the NRTA. Disabled persons without such documentation who desire "visitor eligibility" for Paratransit services will be required to document their place of residence as outside the NRTA service area and, if the disability is not apparent, to document their disability. With those documents and the certification by the individual that

he/she is unable to access and/or navigate the fixed route bus service, the NRTA will grant the individual presumptive "visitor eligibility".

"Visitor eligibility" will permit the disabled individual presumptive eligibility for 21 days of Paratransit service within a calendar year, not necessarily consecutive.

SEATBELTS

All passengers are required to wear seatbelts at all times on NRTA paratransit vehicles. Passengers will be refused transportation if they refuse to wear a seatbelt.

SERVICE ANIMALS

Trained service animals are permitted to ride with their owners.

APPLICATION PROCESS

1. Call the NRTA at 508-325-7516 to request an application and one will be mailed to you or you may access application on our website www.nrtawave.com or an appointment made for an interview for Paratransit service with transportation provided.
2. Upon receipt of the application, read the instructions and fill out the two pages that are required to be filled out by the person seeking Paratransit service. Both parts of the form cannot be filled out by the same person.
3. Forward the partially filled out application to your license health care profession, as described on page 3 of the form.
4. Your licensed health care profession must fully complete the two pages of the application they are required to fill out and sign the application.
5. Once the NRTA receives the completed application, a letter of determination will be sent to the applicant within 21 days. The determination will be one of the following:
   - Incomplete application
   - Ineligible, the reasons will be stated in the letter
   - Conditional eligibility
   - Unconditional eligibility

COMPLAINTS

Any person wishing to file a complaint relative to the ADA may do so by contacting:

Cindy Clarkson, NRTA Trip Scheduler/Office Assistant
3 East Chestnut Street
Nantucket, MA 02554
yir@nantucket-ma.gov

508-325-7516

Complaints may be filed via telephone, in writing or electronically.

In the event a complaint is received by the NRTA, the following process will be followed:

1. A letter will be sent acknowledging receipt of the complaint and a hearing, if requested, will be scheduled.

2. Should the complainant not be satisfied that the complaint has been resolved, a hearing will be scheduled with the NRTA Administrator.

3. Should the complainant still feel the matter has not been resolved to his/her satisfaction; a letter will be sent to the Director of Transportation, Mass DOT. This letter will describe the complaint, attempts to resolve it at the local level and will include copies of all relevant documents.

4. The NRTA will maintain records of all complaints received, hearings held and all attempts to resolve said complaints.

EMERGENCY CANCELLATIONS

Your Island Ride van service for ADA and Non/ADA trips will be cancelled when Nantucket Public Schools are closed. The operator will determine other cancellations, due to unsafe conditions, and the NRTA and clients will be notified.

The NRTA reserves the right to modify or amend these policies and procedures from time to time as deemed appropriate.

These policies and procedures are available in accessible formats upon request.